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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**

CHR 109 - INTRODUCTION TO LABOUR AND INDUSTRIAL RELATIONS

Date: 15th December, 2020.
Time: 8.30am – 10.30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

NUBU Ltd is a private Limited company located in Kiambu County. NUBU Ltd feels that it is only through proper implementation of human resource systems that they can achieve their organizational goals. NUBU ltd employees have decided to form a trade union which is meant to assist them in addressing issues affecting them as well as improving their welfare at the workplace.

- a) Advise the management and employees of NUBU LTD on the problems of operating a grievance procedure (6 Marks)
- b) A collective bargaining results into a labour contract, which is written agreement between the trade union and management. The contract specifies rules and procedures to be followed by both parties during the contract period. Briefly explain its contents to the employees and management of NUBU ltd (6 Marks).
- c) Briefly explain six functions relating to the union members of NUBU ltd (6 Marks).
- d) Disciplinary generally follows a typical sequence of four steps. Identify those steps to the management and employees of NUBU ltd (6 Marks).
- e) Advise the employees of NUBU ltd on the responsibilities of the Kenyan government as a party to industrial relations (6 Marks).

QUESTION TWO (20 MARKS)

- a) The root of major employees' grievances in Kenyan organizations can be traced to various factors. Discuss FIVE of these factors (10 Marks).
- b) Examine benefits of a good grievance scheme in an organization of your choice (10 Marks).

QUESTION THREE(20 MARKS)

- a) Evaluate FIVE functions of COTU – Kenya (10 Marks).
- b) Discuss the components of a recognition agreement in an organization of your choice (10 Marks).

QUESTION FOUR(20 MARKS)

- a) Analyze the contents of ILO convention number 111, which provides guidance to social policy on employment (10 Marks)
- b) Examine the role of industrial courts (Employment and Labor Relations Courts) in Kenya (10 Marks).

QUESTION FIVE(20 MARKS)

- a) Illustrate the pleas that trade unions bargain for in organizations in Kenya (10 Marks).
- b) Explain the grievances resulting from working conditions in organizations in Kenya (10 Marks).